

Bank of America
Individually Billed Account Delinquency Management Life Cycle

Days Past Due	Action Taken by BoA
30	Statement message notifying cardholder of past due status
45	Delinquency letter sent to cardholder Phone call (optional)
55	Pre-suspension letter sent to cardholder Phone call (optional)
61	Account is suspended - attempted charges will be disapproved Account suspension letter sent to cardholder Statement message notifying cardholder of suspension Phone call (optional) * Cardholder's name sent to the DOI Payroll Operations Division (POD) to begin the salary offset process * POD sends a 60-day "due process" letter to the cardholder notifying them of possible salary offset to collect past due amounts
90	Statement message notifying cardholder of status of account Pre-cancellation letter sent to cardholder Phone call (optional)
96	Account is canceled - reactivation requires new application Account cancellation letter is sent to cardholder Phone call (optional) Alternative payment options explored Account cancellation information is reported to credit bureaus
120	Statement message notifying cardholder of status of account Past due letter sent to cardholder Phone call (optional) Alternative payment options explored Late fee assessed * POD begins salary offset to collect past due amounts
150	Statement message notifying cardholder of status of account Past due letter sent to cardholder Phone call (optional) Alternative payment options explored Late fee assessed

Days Past Due	Action Taken by BoA
180	Statement message notifying cardholder of status of account ** Pre-charge off letter sent to cardholder Phone call (optional) Alternative payment options explored Late fee assessed
210	Account is charged off ** Charge off letter is sent to cardholder Recovery efforts continue with collection agency or attorney Charge offs are reported to credit bureaus and information remains on credit bureau report for seven years

* Note 1: Salary offset is an option available to BoA to resolve delinquencies on individually billed Government-sponsored travel charge card accounts. This process is authorized by the Travel and Transportation Reform Act (TTRA) of 1998 and Amendment 90 to the Federal Travel Regulation (FTR) (issued on January 19, 2000). The Department of the Interior implemented the TTRA and Amendment 90 to the FTR by issuing Financial Administration Memorandum No. 2000-010 (FAM 10). FAM 10 is included as Attachment 3 to this IB.

FAM 10 covers numerous topics related to guidelines for resolving delinquencies such as:

- Responsibilities of individually-billed travel charge card users (employee)
- Responsibilities of travel charge card issuer (BoA)
- Responsibilities of the Payroll Operations Division (POD)
- Bureau oversight responsibilities
- Charge privilege reinstatement
- Suspicion of fraud
- Penalties

** Note 2: The term “charge off” is a term used by the bank that relates to a legal requirement to no longer carry the debt owed by the cardholder as an asset but to show it as a loss on the books. The bank may still pursue collection efforts through salary offset for those individuals still employed by the Federal Government as well as through collection agencies or attorneys.